

ORAL HEALTH ADVISORY COMMITTEE

March 19, 2004

MINUTES

COMMITTEE MEMBERS PRESENT

Patricia Craddock, DDS, Chairperson, Nevada Dental Association
Tyree Davis, DDS, Clinical Manager, Miles for Smiles
Mark Rosenberg, DDS, MPH, U.S. Public Health Service (USPHS)
Mike Johnson, LADC, BS, MS, Manager, Saint Mary's Outreach Programs
Michael Sanders, DMD, Ed.M, Director of Patient Care Services, University of Nevada, Las Vegas, (UNLV), School of Dental Medicine, State Dental Health Consultant
Pastor Anthony Steele, Bethel AME Church
Joseph Patero, Senior Advocate
Victor A. Sandoval, MPH, DDS, Professor, UNLV School of Dental Medicine

COMMITTEE MEMBER ABSENT

Patricia Durbin, Deputy Director, Great Basin Primary Care Association, (GBPCA)
Tim Elam, Director of Social Services, Educare
Maureen Fanning, RN, Public Health Nurse Manager, Clark County Health District (CCHD)
Michelle Kling, RN, Division Director, Washoe County District Health Department (WCDHD)

NEVADA STATE HEALTH DIVISION STAFF PRESENT

Chris Forsch, RDH, BS, Oral Health Program Manager, Bureau of Family Health Services (BFHS)
Tami Terstege, Administrative Assistant, BFHS

OTHERS PRESENT

Eli Schwartz, DDS, MPH, PhD, FHKAM, Chair-Elect for the Community Coalition for Oral Health
William Busch, DDS, Executive Director, Nevada State Board of Dental Examiners
Fran Courtney, RN, Director of Clinics, CCHD
Rosario Paniagua, DDS, Area Health Education Center (AHEC)
Earle Johnson, First Health Services
Marti Cote, RN, Division of Health Care Financing and Policy (DHCFP)
Kathy Marsh, RN, DHCFP

CALL TO ORDER INSTRUCTIONS

Dr. Patricia Craddock called the Oral Health Advisory Committee (OHAC) meeting to order at **9:10 am** at the Clark County Health District (CCHD). This was a public meeting and the public was invited to make comments. In accordance with the Nevada Open Meeting Law, this meeting was posted at the following locations: Bureau of Family Health Services, Carson City; Kinhead Building, Carson City; Nevada State Library and Archives, Carson City; WCDHD, Reno; CCHD, Las Vegas; Elko Nursing Office, Elko; and on the Nevada Health Division website at www.health2k.state.nv.us.

APPROVAL OF MINUTES OF OCTOBER 30, 2003

Dr. Craddock called for comments or corrections to the October 30, 2003 meeting minutes. Dr. Mark Rosenberg stated a correction needed to be made on agenda item 6, on (page 4) Indian Health Services needs to be changed to Indian Health Service. Mike Johnson motioned to approve the minutes and Dr. Craddock seconded. **MOTION APPROVED**

STATE DENTAL HEALTH CONSULTANT REPORT

Dr. Michael Sanders reported the Oral Health Program is doing quite well and the OHAC is making significant contributions within the state of Nevada for oral health. Dr. Sanders commented on the January site visit done by the Centers for Disease Control and Prevention (CDC). He stated Nevada had already accomplished the goals the CDC had planned for the evaluation site visit therefore Nevada's evaluation was directed more towards programs and implementation plans. Dr. Sanders also commented on the Oral Health Summit. He stated there was a preliminary report submitted for review and revision and overall the summit was very successful and beneficial. Dr. Sanders thanked everyone for their participation. Chris Forsch informed the committee of Shari Peterson's resignation and stated there are now two vacancies that need to be filled on the committee and she will be taking nominations from the committee and public for two weeks. Ms. Forsch commented on the CDC evaluation by stating specific tools for evaluating have been developed and some members may be asked to participate.

Ms. Forsch reported a draft of the 2004 Summit report has been distributed to the Summit planning committee for review.

REPORT ON MEDICAID AND NEVADA ✓ CHECK UP RELATED TO DENTAL ACCESS.

Marti Cote, RN, DHCFP and Kathy Marsh, RN, DHCFP, gave an overview of dental access. Ms. Cote and Ms. Marsh started by informing the committee of some accomplishments. One of the improvements for access to children is the Northern Nevada Dental Health Program (NNDHP). The NNDHP was implemented in November 2001 and consists of a network of dentists who provide pro bono services to children. Initially, the program started with 4 or 5 dentists serving Medicaid recipients. By March 2002, there were 34 dentists with the program, and as of December 2003, there were over 100 dental providers contracted with NNDHP. In October 2001, there were 83 active Medicaid dental providers and in December 2003, there were 108. Another accomplishment was recognizing registered dental hygienists as independent Medicaid providers, so they can work within their scope of practice according to state guidelines. To date there are only two, but Medicaid is open to getting more. Ms. Forsch pointed out the reason behind this is the majority of the registered hygienists work with other organizations. Dr. Sanders asked if a presentation was being done at the hygienist's schools to show this opportunity does exist. Ms. Forsch answered yes. Along with the registered dental hygienists, MD's, nurse practitioners and physician's assistants can now apply fluoride varnish. An additional accomplishment is Medicaid now has electronic billing. There are currently two providers using electronic billing; one of them, a dentist in the Carson area, is unsure if he will continue. Dr. Davis raised the issue of turn around time for providers getting reimbursed. Dr. Davis pointed out the reason for electronic billing is to expedite the reimbursement and if it is not happening then he understands the

frustration. Dr. Rosenberg asked if electronic billing alleviates any of the current problems for reimbursement that now occur with the paper filing. Ms. Cote answered, unfortunately no. Ms. Cote and Ms. Marsh presented the committee with some challenges. One difficulty is media and advertisement; it is very hard to advertise when there are such a limited number of dental providers. The goal is to get more providers to accept Medicaid then do a media campaign for Medicaid and Nevada √ Check Up recipients. Another challenge is the lack of dentists. Many providers in Nevada are not interested in becoming a Medicaid provider due to high no-show rates, Medicaid reimbursement rates, and the negative perception of the Medicaid population. Dr. Sanders commented that the bureaucracy on trying to become a Medicaid provider is the most common reason there are so few providers. Another issue is water fluoridation. Ms. Cote and Ms. Marsh also presented the committee with the on-going goals of the program. One of these is to have dental packets of general information for Medicaid and Nevada √ Check Up recipients.

Earle Johnson from First Health Services (FHS) spoke providing the committee with background of the Medicaid Managed information Services (MMIS). The new MMIS began October 16, 2002. Mr. Johnson stated normal implementation of MMIS takes approximately 24 months, a short implementation is about 18 months and a long implementation can take up to 30 months. The State of Nevada gave FHS 12 months to implement the new system. The MMIS “live date” was October 1, 2003. During the 12 month process there was a learning curve. One of the main reasons FHS was chosen was because of the different products offered. There is a Healthcare Management section, which provides prior authorization. Before FHS took this over Health Insight handled it. FHS took this over in January 1, 2003 and the Pharmacy Point of Sale System was operational by February 1, 2003. The MMIS actually started processing claims by September 30, 2003. Mr. Johnson then discussed what was learned while implementing the new program as well as discovering some items of concern. He stated that MMIS should have all of the issues addressed by April 18, 2004. Joseph Patero questioned Mr. Johnson about being prepared to take over the MMIS, especially if there are still payment issues from 2003. Mr. Johnson stated FHS has been doing the best they can with the limited time period they were given. Mr. Patero asked how much longer FHS is going to need to get caught up. Mr. Johnson stated they are working to be completely caught up by April 18, 2004. Mr. Johnson informed the committee that Medicaid claims are being paid. Mr. Johnson also noted dentists are being paid as well. Since October 1, 2003, FHS has paid dentists \$4 million. Dr. Rosenberg asked Mr. Johnson if he knew the total amount of claim value at the Medicaid rate. Mr. Johnson stated only payments are tracked, not what is being charged. Ms. Forsch asked Mr. Johnson for clarification on having all of the past due claims finished by April 18, 2004. Mr. Johnson stated this is the date to which FHS has committed. Dr. Rosenberg asked if FHS was doing quality measures. Mr. Johnson answered, yes. Every Tuesday he submits a report regarding timely payments, amount of payment, and issues within his office. Dr. Rosenberg asked if the report was public information and if the committee could have access to it. Mr. Johnson said yes. Dr. Rosenberg then asked if FHS had any intentions of going to Medicaid providers to try to re-build bridges between the providers and themselves. Ms. Cote responded by saying eventually this will happen, but in the meantime the focus is to

get the payment process and the MMIS working before new providers are recruited. Mr. Johnson spoke regarding information concerning communication methods FHS has available. He noted a web based announcements, education and training materials, classes, and trainers who will go to a providers office for free. Ms. Forsch suggested this information be put in the Journal of the Nevada Dental Association. The deadline for submittals is March 24, 2004. Ms. Cote states that this information is available on their web site, www.nevada.fhsc.com. Mr. Johnson then provided the committee with a list of contact information. Dr. Sandoval asked Mr. Johnson how long the FHS contract is. Mr. Johnson answered three years with the possibility of a two or three year extension.

COMMITTEE DISCUSSION OF ORAL HEALTH PROGRAM REPORT AND POSSIBLE DIRECTION TO PROGRAM.

Ms. Forsch sent out the Oral Health Program Report before the meeting took place. She used this time to answer any question the committee had. Dr. Tyree Davis asked about Goal 8: Fluoridation. Ms. Forsch answered, the contract with University of Nevada Reno (UNR) has been approved and they are in the process of analyzing data obtained from the United States Geological Survey (USGS). The preliminary data indicates Nevada will meet the Healthy People 2010 goal of 75% of the population having access to community water supplied with optimal levels of fluoride. Ms. Forsch stated for communities for which the Oral Health Program does not have data, she has budgeted to purchase a testing device so we can actually go to those communities and get the data. Dr. Rosenberg asked about Goal 10: Coordinating and implementing limited school-based or school linked dental sealant programs. Dr. Rosenberg wanted to know why the percentage of eligible schools participating was so low. Ms. Forsch replied, at this point it is just the capacity of the program. Ms. Forsch informed the committee there are two dental hygiene programs in the state; one in Reno, one in Clark County. There are also two dental assisting programs; one in Reno, one in Clark County, and possibly in the future Elko.

COMMITTEE DISCUSSION OF ENVIRONMENTAL ASSESSMENT ANALYSIS AND RECOMMENDATIONS TO THE ORAL HEALTH PROGRAM.

Ms. Forsch stated there are four major areas of the Environmental Assessment. They were the sealant program, water fluoridation, support for public oral health, and the coalitions. Each of these areas were asked to evaluate the structures and processes, resources available, and the climate and culture. There was a scoring process from, -4 strongly inhibits, 0 neutral, 4 strongly supports. The sealant program scored .87, water fluoridation scored .57, support for oral health scored 1.09, and the coalitions scored 2.50. The school sealant program in terms of structures and process scored .79. The resources scored 1.10 and, climate and culture scored .72. Water fluoridation in terms of structures and process scored -.66. The resources scored -.96, and the climate and culture scored .09. The support for Public Oral Health in terms of structures and processes scored 1.43. The resources scored 1.10, and the climate and culture scored .74. The coalitions in terms of structures and processes scored 3.25. The resources scored 1.95, and the climate and cultures scored 2.29. Dr. Rosenberg stated there are 130 new providers, but to whom are they providing care and what type of care are they providing? Ms. Forsch asked Dr. Rosenberg if he would like her to get the location and volume of

Medicaid providers. Dr. Rosenberg answered yes. Ms. Forsch will use the database she has from the State Board of Dental Examiners to create a list of dentists licensed by credential and sorted by license type and community, which will be sent to Medicaid. Medicaid will see if any credentialed dentists on the list are in fact Medicaid Providers. Pastor Anthony Steel asked how the state could be pro-active in increasing Medicaid providers. Ms. Forsch responded by saying once FHS is completely caught up on claims payment, the issue of how to increase the number of providers can be addressed. Ms. Cote continued by saying until the program is working better, providers are not going to be interested in participating with Medicaid. Ms. Forsch stated she will draft a letter to the DHCFP asking for the establishment of a Medicaid Oral Health Advisory Committee. The letter would come from the OHAC and would list all of the OHAC members. Pastor Steele moved for Ms. Forsch to write the letter for the committee, and Mr. Patero seconded. **MOTION APPROVED.**

COMMITTEE CALENDAR. DETERMINE DATES FOR FUTURE MEETING.

The next meeting date is set for June 25, 2004 in Reno at either St. Mary's or Health Access Washoe County.

PUBLIC COMMENT AND DISCUSSION.

There was no public comment.

ADJOURNMENT

The meeting was adjourned at **11:50 am.**